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PROGRESS REPORT NO. 9

FIELD SERVICE AND SUPPORT

1 October through 31 October 1959

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ABSTRACT

This report describes the Field Service and Support Activities for Customers A, C, and D for the period 1 October through 31 October 1959. The activities covered in this report are divided into three main categories: Contract A-101, Contract A-102, and Contract HF-CT-699. Described in each main category is the work that was accomplished during this period.

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I. CONTRACT A-101 (COST PLUS FIXED FEE).

The System 4 program was completed. Customer C was notified of the completion of work and arrangements were made for pickup of the last delivered System 4, Serial 102, on 18 November 1959.

II. CONTRACT A-102 (TIME AND MATERIAL).

A. CUSTOMER A.

1. SUSTAINING ENGINEERING.

The Field Service Bulletins completed during October 1959, applicable to Customer A, are listed in Table 1. Two Technical Information Bulletins were published during the month.

Customer A Headquarters has requested information concerning the feasibility of operating Systems 1, 3, and 6 on 315-440 cps primary power. A Preliminary Analysis was made and the requirement is considered feasible providing the input power transformers are replaced. Engineering tests are continuing.

2. REPAIR AND RETROFIT.

During the month, 11 Work Order Requests, containing 41 items, were received in the Repair and Retrofit Laboratories. A total of 16 items were shipped to the depot as serviceable units.

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An obsolete J Rack, System 4 Data Reduction Equipment Power Supply, was returned from the Depot. In accordance with instructions, the equipment contained in this rack was removed and packed for storage. The cabinet will be used to replace a damaged G Rack cabinet that has been returned for reconditioning. (Ref: Progress Report No. 8, September 1959.)

Several motors used with the 1/4-inch Data Reduction System have had a high failure rate. The vendor was notified of this condition and has redesigned the motors. The redesigned motors are both mechanically and electrically interchangeable with the original motors. The original motors can be modified at the vendor's facility, thereby eliminating the necessity for scrapping defective motors.

Many customer stock items have been returned for reinspection and packaging for long-time storage.

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3. VISITORS.

During October [REDACTED] Customer Representative, made a visit to the Contractor's facilities.

B. CUSTOMER C.

1. SUSTAINING ENGINEERING.

The Field Service Bulletins that were completed during October 1959, applicable to Customer C, are listed in Table 1.

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A reply for UR-898 was submitted in May 1959. The reply described a Field Service Bulletin that was to be published to correct the UR condition. A more complete study of the prevailing condition was made in order to publish the Field Service Bulletin. This study revealed that a modification was unnecessary and undesirable. A report on the laboratory findings and a correcting UR reply will be submitted.

Engineering Change Proposal No. 5 was approved in October 1959. This proposal provides for additional test equipment for System 4 crystal video receivers. A Production List has been received and the equipment is on order. Field Service Bulletin No. 4-19 is being written to describe the use of the new test equipment and the test procedures.

A priority order for several System 3 Z1812 encapsulated assemblies was received in July 1959. Because of the 5-7 month manufacturing lead time for encapsulated assemblies, this particular order was filled by handmaking the Z1812 capsules in the Field Service Laboratory. This required approximately one man week for capsule redesign and two man days for production and test of the assemblies. Laboratory tests proved the redesigned assemblies had a number of advantages over the original design. A comparison of features is shown in Table 2.

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During the month of October 1959, calls for a total of nine Z1612 encapsulated assemblies were received. After the needed parts were received, the nine assemblies were completed in 2 days. The cost per unit was 22 per cent less than the cost of the original capsule when produced in large quantities.

A preliminary engineering study program was initiated in October 1959 for the possibility of redesigning System 3 encapsulated assemblies Z701 and Z703. The reasons for beginning such a program are:

- a. High failure rate.
- b. From 5-7 month production lead time.
- c. High production cost on small production orders.
- d. Nonrepairable.

Based upon the success of the emergency measures taken to redesign the Z1612 capsule, an Engineering Study Proposal will be submitted for the redesign of Z701 and Z703.

2. REPAIR AND RETROFIT.

During the month, five Work Order Requests, containing ten items, were received in the Repair and Retrofit Laboratories. A total of 21 items, some from the previous month's Work Order Requests, were shipped to the Depot as serviceable units.

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SECRET3. TRAINING.

25X1A On 5 October 1959 a training program was initiated to
 25X1A instruct [REDACTED] in the maintenance and operation 25X1A
 of System 3. This course of instruction will continue into
 November 1959. [REDACTED] will replace [REDACTED]
 at Del Rio, Texas.

D. CUSTOMER D.1. SUSTAINING ENGINEERING.

25X1D Two [REDACTED] Field Service Bulletins were published
 during October 1959. A list of these bulletins is in
 Table 1.

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2. REPAIR AND RETROFIT.

During October 1959 no items were received in the Repair
 and Retrofit Laboratories.

III. CONTRACT HF-CT-699 (FIXED PRICE SPARE CALL CONTRACT).

In compliance with a Customer request, a procedure was initiated
 during October 1959 whereby the cognizant Depot officers receive estimated
 delivery dates and estimated cost-per-unit on each Production List.
 Estimates have been forwarded on all Production Lists received for fiscal
 year 1960.

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Table 3 shows the Production List received from each customer during October 1959.

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Table 1

Field Service Bulletins Completed During October 1959

Customer	FSB No.	System	Unit	Description
A	1-15 6-10	1 6	Recorder MP-10737 or MP-12570	1-kc crystal barrier strip
C	1-17	SLOE Equipment	Ampex Amplifier	Addition of 1-kc rejection filter

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Table 2.

Comparison of Original and Redesigned Z1812 Encapsulated Assembly

Original Z1812	Redesigned Z1812
1. 5-7 month production lead time	1. 2-day production time for an order of 1-10 assemblies
2. High production costs on small orders cost \$50 in large production quantities	2. Cost \$39 in small quantities
3. Nonrepairable; throw away	3. Repairable
4. High failure rate	4. No reported failures in 5 months

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Table 3

Customer	Production Lists Received	Items Requested
A	5	32
C	9	15
D	0	0

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